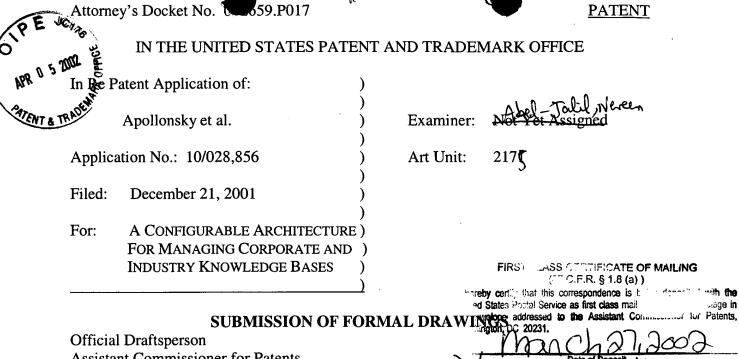
PATENT



**Assistant Commissioner for Patents** Washington, D.C. 20231

Dear Sir:

Applicants enclose herewith seven (7) sheets of formal drawings and request that the same be made of record in this application as a substitute for the drawings filed with the application on December 21, 2001.

The Assistant Commissioner is hereby authorized to charge any fees which may be required to Deposit Account No. 02-2666. A duplicate copy of this communication is enclosed for that purpose.

Respectfully submitted,

BLAKELY, SQKOLOFF, TAYLOR & ZAFMAN LLP

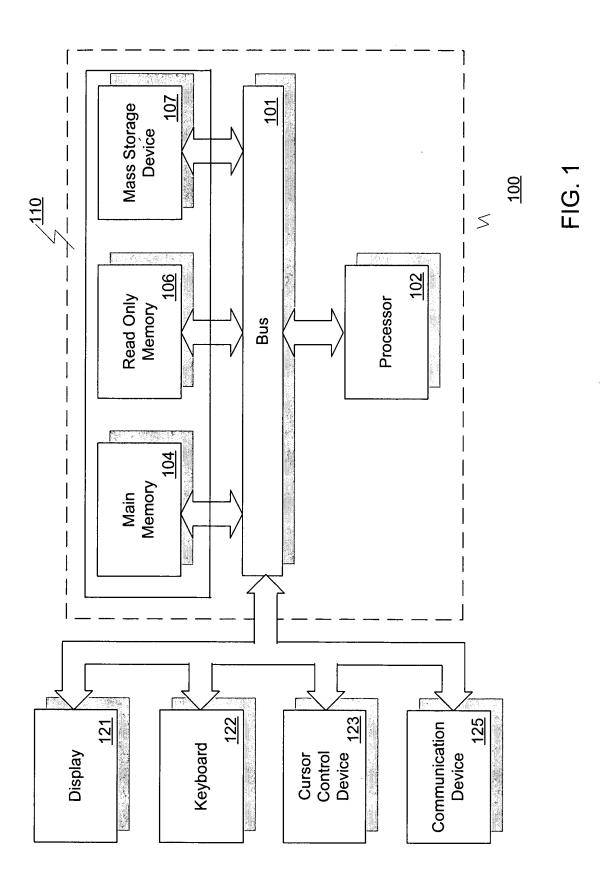
Dated:

Michael A. DeSancti's

Reg. No. 39,957

12400 Wilshire Blvd. Seventh Floor Los Angeles, CA 90025-1026 (303) 740-1980





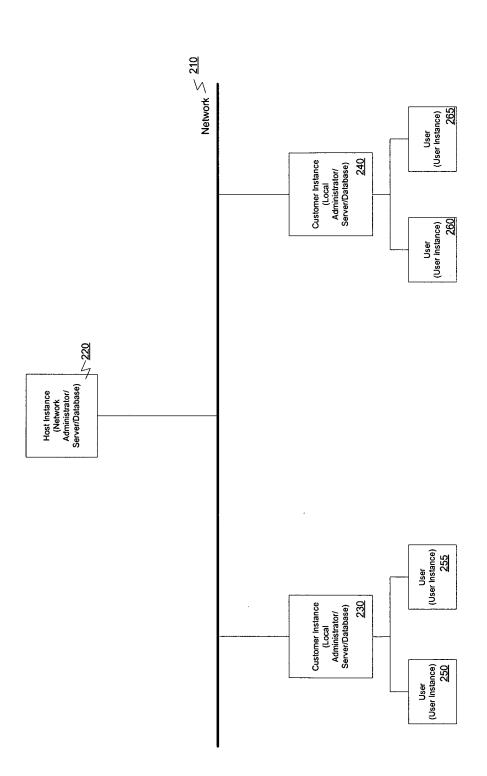
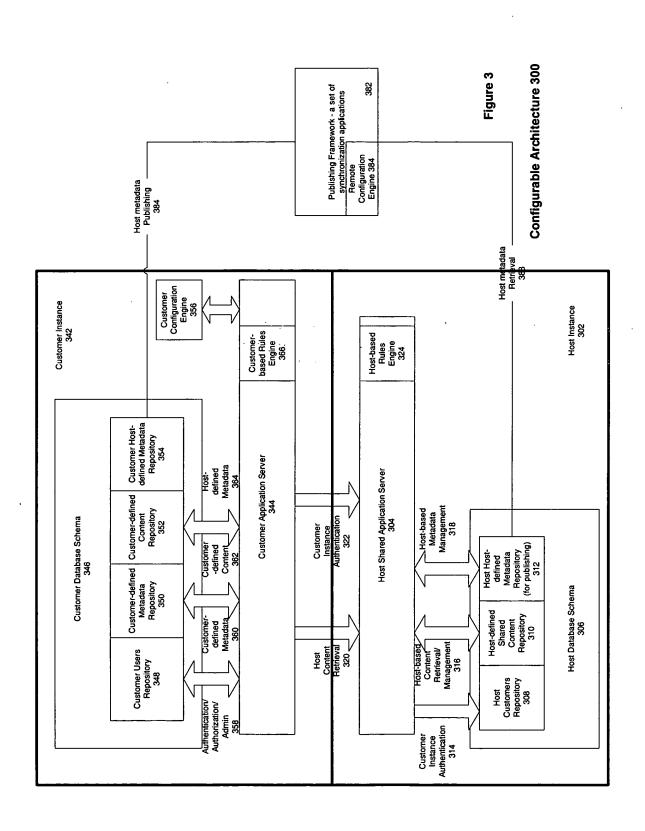
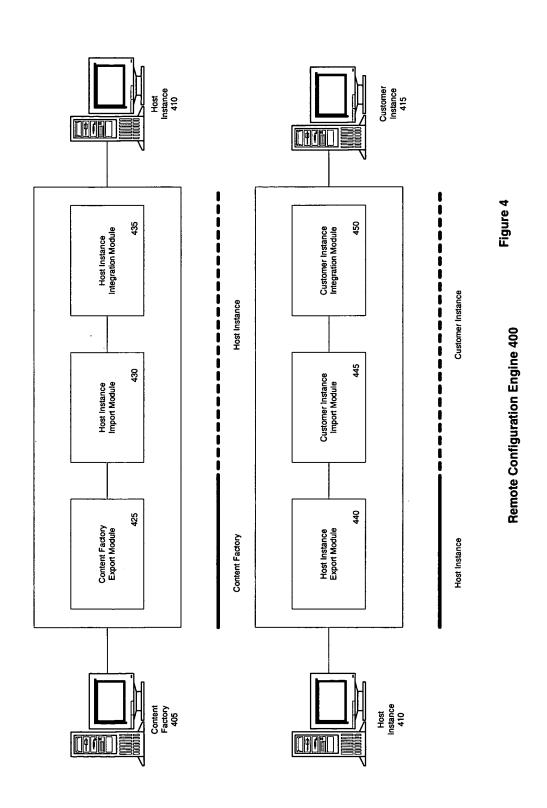
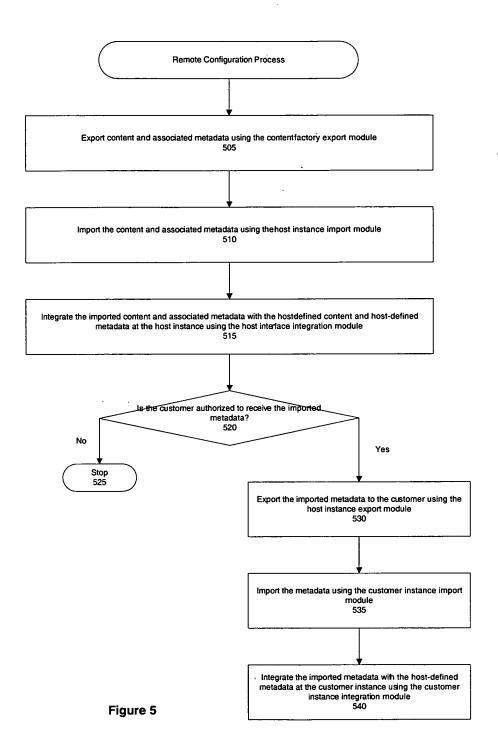


Figure 2







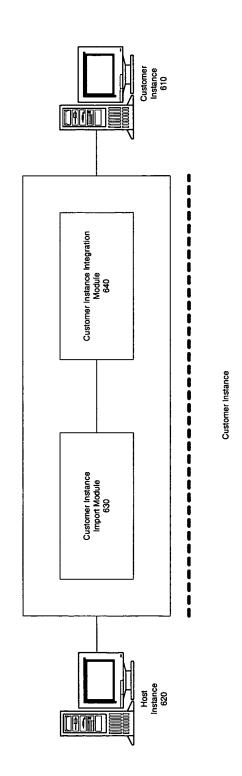


Figure 6

**Customer Configuration Engine 600** 

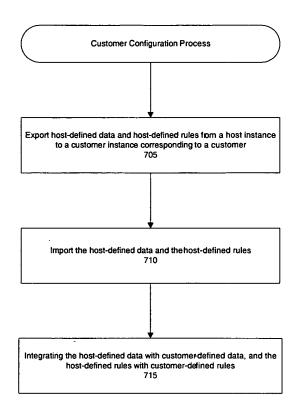


Figure 7